

Priority E: Support Facilities and Public Service FY2002				
Activities	Priority/ Objective	Geographic Distribution	Goals	Accomplishments
SUPPORTIVE SERVICES	6	Active NDAs and Petition Areas.	The aggregate goal for all supportive services was to assist 50,000 – 55,000 low and moderate-income persons or households.	
1. Home Accessibility Program. Administered by United Disability Services	6	City-wide	Goal: Provide home modifications to household with disabled family members to increase accessibility and independence.	The program provided home modifications for 15 households with disabled family members. Constructed 5 wheelchair ramps, 2 stair rails, 1 stair lift, 2 porch lifts, 5 bathroom modifications.
2. Crouse Caring Community Program. Administered by Children's Services Board	6	Crouse NDA Area	Coordinated community services designed to encourage a public/private/ volunteer partnership.	Served 1,213 people. Promotion of services which support families including the monthly Community Family Nights, Grandparents meetings, Weekly Community Coffee Hour for community residents and others and Counseling Services. Developed Information Resource Center and provided tutoring for 50 youth. After-School Enrichment programs consisting of Girl Scouts, Positive Young People, Drug Free Kids, Bowling, Choir, African Dance, Boy Scouts, Science and Scrabble Mania met a total of 220 times.
3. Family and Schools Together. Administered by Family Services of Summit County	6	Goodyear Heights Area	Goal: Assist 90 elementary students with academic and behavioral problems by providing a family setting to modify behavior.	24 group sessions were attended by 96 persons, involving 38 children at Seiberling and Barber schools. The activities: family meals, "buddy time", parent groups, "special play", "kids time", etc. were a part of each weekly group session.

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4. Information and Referral Services. Administered by Info-Line, Inc.	6	Citywide	Goal: Provide 60,000 units of information and referral of local services to persons in need of human services.	Provided 80,729 units of information and referral service. The top information and referral request for services were emergency food, housing, utility, medical and clothes assistance.
5. Consumer Credit Counseling Administered by Mustard Seed	6	Citywide	Goal: Provide financial counseling services to 50 people.	Provided free credit counseling assistance, individual budget counseling, direct money management and loan counseling assistance to 25 people.
6. Crisis Intervention Program. Administered by Victims Assistance	6	Citywide	Goal: Working with the Police Department, provide crisis intervention and victim assistance services to 1,400 Akron residents.	Services were provided to 1,240 people.
YOUTH PROGRAMS	6	Active NDAs	Support education, crime prevention and medical counseling specifically for 4,500 to 5,000 youth that are low income.	
1. Summer Day Camp Program. Administered by CYO and Community Services, Inc.	6	Active NDAs	Goal: Provide 8 weeks of day camp for 50 children.	The program provided services to 42 youth.

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	Objective	Distribution		
2. Children Who Witness Violence Administered by Children's Hospital Medical Center of Akron	6	Active NDAs	Goal: Working with the Police Department to provide crisis intervention services to 15 children who witness or are subject to domestic violence.	The program served 4 youth. Counseling and support services available to all family members.
3. Child Assault Prevention Program. Administered by Akron Summit Community Action Agency	6	Active NDAs	Goal: Serve 1,450, 11 teacher/staff sessions, 11 parent education sessions, 22 pre-school children workshops, 97 elementary children workshops. Provides assault prevention services to preschool/elementary/school children, parents and staff.	The program served 1,837 persons at the following schools: Crouse, Findley, Seiberling, Pfeiffer, Lincoln, Glover, Smith, Forest Hill, Heminger, Leggett, Margaret Park, and Robinson. Services were also provided to pre-schoolers at the Five-Points, Waterloo and Cedar Head Start Programs. Presented a total of 121 teachers' staff in-service sessions, parents' education workshops, and children's workshops.
4. Say Yes to Tennis, No to Drugs	6	Active NDAs	Goal: Use tennis to develop supportive relationships with 70 at risk youth.	Provided weekly tennis instruction and drug, alcohol, gang violence prevention classes to 122 youth.
5. Summer Employment Program. Administered by Boys & Girls Club	6	Active NDAs	Goal: Provide summer enrichment and employment to 30 youth.	The program provided employment opportunities to 28 youth.

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SENIOR PROGRAMS	6	Active NDAs	Goal: Serve 1,500 to 2,000 elderly low income citizens.	
1. Retired Senior Volunteer Program Administered by Mature Services.	6	Active NDAs	Goal: Provide meaningful volunteer assignments to retired seniors.	The program provided 16 volunteer sites. The 60 volunteers completed 14,418 volunteer hours.
2. Homemaker Service Program. Administered by Mature Services.	6	Active NDAs	Goal: Provide temporary in-home homemaker and health care to 55 older adults living alone.	The program provided 1,671 hours of home care service to 149 older or handicapped residents.
3. Senior Citizens Outreach Program. Administered by Mature Services.	6	Active NDAs	Goal: Provided Case Management, Client Assessment, Forms Preparation Assistance, etc. for senior citizens	The program provided 14 client assessments, 85 face-to-face assistance sessions, 200 referrals.
4. Lifeline Emergency Alarm Response System. Administered by Info-Line, Inc.	6	Neighborhood Development Areas	Goal: Provide protective service to 60 elderly. Electronic protective service for elderly and handicapped persons living alone.	The program provided Lifeline Emergency Alarm units and service to 54 residents.

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1. FAIR HOUSING HOME FINANCE PROGRAM Administered by Fair Housing Contact Service	1, 2, 3, 5, 6	City-wide	Goal: Provide public education to 25 homeowners seeking to refinance or borrow against their home in an effort to protect them from predatory lenders.	The program provided home finance services to 234 homeowners. These included 26 one-on-one interviews, 59 home finance counseling sessions, 7 public education seminars and 14 outreach contracts with employers, service agencies and neighborhood organizations.
2. FAIR HOUSING PROGRAM Administered by Fair Housing Contact Service	1, 2, 3, 5, 6	City-wide	Goal: Assist 2,500 households. Improve minority access to rental and for sale housing.	2,635 persons were assisted. The program processed 67 inquiries, 91 discrimination complaints, conducted 32 audits of the rental/ sales market, and 1,510 tenant landlord services. Home ownership counseling provided to 53 persons.